

CLAIM AMENDMENTS

IN THE CLAIMS

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1 (canceled).

2 (Currently amended). A method for identifying a routing destination in a service center, comprising:

prompting a user to convey a request;
receiving a natural language utterance from the user;
comparing the natural language utterance to an action-object matrix;
identifying a routing destination based upon results of the natural language utterance to action-object matrix comparison; **and**
routing the user to the routing destination; **and**
performing an action selected from the group consisting of:

a first action comprising:

querying the action-object matrix to identify related objects if only an action and not an object is included in the natural language utterance; and

prompting the user for selection of a related object; and

a second action comprising:

querying the action-object matrix to identify related actions if an object and not an action is included in the natural language utterance; and

prompting the user for selection of a related action

3-4 (canceled).

5 (original). The method of claim 2, further comprising initiating a disambiguation dialog with the user where an action-object combination cannot be found in the action-object matrix.

6 (original). The method of claim 2, further comprising identifying at least one of an action, an object and an action-object combination using a statistical language modeling speech recognition utility.

7 (Canceled).

8 (currently amended). A system for routing a service center user based on a natural language request, comprising:

at least one processor;

memory operably associated with the at least one processor; **and**

a program of instructions storable in the memory and executable by the processor, the program of instructions operable to identify a task to be performed from a natural language user request and a task matrix, to direct the user to a service center agent for performance of the task, and to identify an action-object combination from the natural language user request; and locate a service agent to perform the task based on the identified action-object combination and the task matrix;

wherein the task matrix includes a plurality of available service center actions each cross-referenced with one or more objects creating action-object combinations and where the action-object combinations define tasks available from a service center agent.

9 (Previously presented). The system of claim 8, further comprising the service center agent operable to provide automated user assistance in performance of the task.

10 (Previously presented). The system of claim 8, further comprising the service center agent operable to provide technician assisted performance of the task.

11 (canceled).

12 (**currently amended**). The system of claim ~~11~~ 8, further comprising the program of instructions operable to reference a look-up table containing service center agent routing destinations in response to a match between an action and an object in the natural language utterance and an action-object combination in the action-object matrix.

13 (Previously presented). The system of claim 8, further comprising the program of instructions operable to identify at least one of an action or an object in the natural language utterance to identify the task to be performed.

14 (Previously presented). The system of claim 8, further comprising the program of instructions operable to prompt the user for at least one additional natural language user request in response to identifying an action and no object in the natural language user utterance.

15 (Previously presented). The system of claim 8, further comprising the program of instructions operable to prompt the user for at least one additional natural language user request in response to identifying an object and no action in the natural language user utterance.

16 (Previously presented). The system of claim 8, further comprising the program of instructions operable to prompt the user for confirmation of the identified task requested.

17-22 (canceled).